GOVERNMENT OF INDIA
PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:3631
ANSWERED ON:21.03.2001
REDRESSAL OF GRIEVANCES OF EMPLOYEES
PUTTASWAMY GOWDA

Will the Minister of PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) whether the Government have appointed Senior Officers to look into the grievances of its employees;

(b) if so, the details thereof;

(c) the details of Ministries/Autonomous Bodies which have not appointed any officers for the purpose so far; and

(d) the time by which such officers are likely to be appointed in each and every Ministry/Autonomous Body?

Answer

MINISTER OF STATE OF DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SHRI ARUN SHOURIE)

(a) and (b) : The system of grievance redress (including employees grievances) in Central Ministries/Departments/Offices operates on a decentralised basis. As the nodal agency for the redress of grievances, the Department of Administrative Reforms and Public Grievances, has issued guidelines to all Ministries/Departments to set up Staff Grievance Redress Machinery and designate a Staff Grievance Officer of the level of Deputy Secretary/Director in each Ministry/Department, and the Head of Office or any officer of a comparative status in Organisations under it, to deal with the grievances of employees working therein.

(c) and (d) : According to the information available, all Ministries/Departments have set up Staff Grievances Redress machinery and designated a Staff Grievance Officer. The information regarding appoinment of Staff Grievance Officers in Autonomous Bodies is not centrally maintained in the Department of Administrative Reforms and Public Grievances.